STATE OF ALABAMA
ALABAMA REAL ESTATE COMMISSION — FY09 IT STRATEGIC PLAN WORKSHEET

IT MISSION

To assist departmental staff through the use of technology as they protect the public through the licensing and regulating of Real Estate licenses.
(Code of AL, Title 34, Chapter 27, Article 1, General Provisions)

IT VISION

The vision of AREC's Information Technology Department is to assist departmental staff to regulate the real estate industry by providing staff, real estate companies, agents, and consumers a unified information technology system that will provide timely and accurate information and services.

VALUES

Effective management of our resources
To effectively and efficiently utilize all available resources. (staff, hardware, software and external resources)

Excellent service to users
Providing resources that are easy, convenient, timely ,and reliable for services needed.

Innovation
We strive to implement the use of new technology to accomplish goals, solve problems and implement new approaches and solutions, as soon as resources are available.

Honesty and integrity
We deal with stakeholders honestly and we do what we say we will do.

Integrity of Information
We provide accurate, clear information to users that assures accountability to provide what stakeholders need and expect.

Collaboration
To achieve the most efficient path of execution through effective communication with users and IT staff.

STAKEHOLDERS

Customers - service
- AREC staff
- Licensees
- General Public

Expectations
- Ease of use
- Reliability
- Service availability; up-time
- Knowledge/information about technology and its application.

Leaders – accountability
- Executive Director and Assistant
- Commissioners
- Legislature
- Governor's office
- Attorney General
- Finance Department
- FRMS Committee

Expectations
- Cost alignment with budget
- Follow directions, policies and procedures
- Adaptability, readiness, agility
- Communication about projects, performance, issues.

Partners - collaboration
- ISD
- Alabama Interactive
- ARELLO
- Other agencies
- NAR
- Vendors
- Research Center

Expectations
- Readiness to employ new hardware
- Provide regular updated data
- Share plans and goals

WORKLOAD MEASURES

W1: # program requests
W2: # of users
W3: # of hardware and software updates

KEY GOALS

G1: Online Services – Process the majority of licensing, education and legal applications online by 2010.

G2: Virtual, Electronic Documents – Issuance of licenses and business documents as electronic certificates that can be authenticated and cross referenced with our systems version of that document.

G3: Security and Data Integrity – AREC sites use safe and **secure** databases free from invalid and malicious data with the ability to repel viruses and hackers in addition to full data systems backup.

G4: Distributed Access – Real time, geographically distributed, yet connected business work flow processes and staff collaboration.

G5: Web cast Access - Access to web cast by all staff and target groups by 2014.

STRENGTHS

- Diversity of knowledge and expertise. (industry, agency, technology)
- Visionary; ability to think outside of the box; creativity.
- Optimistic leadership with high expectations; focused on forward progress. Embrace the new.
- Our ability to use all resources well; availability of resources.
- Adaptability and aggressiveness.

DRAFT

WEAKNESSES

- Roll out training needs to be more user friendly.
- Communication between IT staff and users about needs and expectations.
- Rate of technological change and our ability to keep up with user expectations.
- Lack of depth of system hardware for back up and redundancy.

OPPORTUNITIES

- Cooperation and leadership from the commission and AAR.
- External partners.
- Public and users knowledge of technology.
- Willingness of legislature to change laws.
- New technology.
- Financial resources.

THREATS

- Security threats to our systems, vandalism
- Inability of agency staff to handle changes.
- Poor collaboration and resource deficiency with ISD
- Difficulty keeping up with technology changes.

KEY GOALS, STRATEGY and ACTIONS

G1: Online Services – Process the majority of licensing, education and legal applications online by 2010.

OBJ1: 50% of applications will be processed online by 2014.
   S1: Introduce necessary law/rule changes. (DPL)

S2: Provide staff training for online application resources. (NB)
S3: Make all data available on SQL (ZT)
S4: Work with Alabama Interactive to implement. (BS)
S5: Implement a marketing strategy to promote use of online services. (VOL)

G2: Virtual, Electronic Documents – Issue license authority as electronic certificates that can be authenticated and cross referenced with our systems version of that document.

Obj1: Issue all license authority by electronic certificate by 2014.
   (# of licenses issued)
S1: Perform research and analysis of Microsoft's "Cardspace" application by 2010 (allowing it to mature)
S2: Use the framework in a prototype system in ARIS System (v.2.0 or later)
S3: Procure partnership with other agencies by 2012 accepting virtual authorization or documents.
S4: Seek legislative authority for this process.

G3: Security and Data Integrity – AREC sites both web and office use safe and secure databases free from invalid and malicious data with the ability to repel viruses and hackers in addition to full data systems backup.

OBJ1: Put failsafe servers in place by 2012.
S1: Put money in budget to adequately fund purchase of servers necessary to accomplish goal.
S2: Procure servers
S3: Prepare for web clustering.

OBJ2: Implement password safe system to access information on website for commissioners by 2010.

S1: Obtain input from ARECs legal division regarding what information can be placed online and decide whether to move forward. If yes:
S2: Research to determine how to accomplish password safe system to access information on web by 2009.
S3: Determine cost to implement and provide in budget by 2009.
S4: Implement in 2010 in accordance with what research has produced.

G4: Distributed Access – Real time, geographically distributed, yet connected business work flow processes and staff collaboration.

OBJ1: Introduce system access for <u>key staff members</u> through a web-service layer by 2014.
S1. Research capabilities and security issues through ISD.
S2. Identify staff needs for remote access.
S3. Implement technological capability for remote access
S4. Train users

G5: Web cast Access - Access to web cast available by 2014.

Obj1: Provide Webcast to all target groups by 2014.
   S1: Infrastructure capability.
   S2: Hardware availability (servers, cameras, etc.)
   S3: Software procurement.
   S4: Provide training to users and staff.